



## **Executive Officer's Statement**

**November 16, 2006**

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### **Outreach Efforts Strengthen Our Partnerships**

Early next year, the VCGCB will be implementing a pilot program in high-crime areas of Los Angeles to determine if bus shelter ads are an effective way to alert victims about the assistance available through the Victim Compensation Program. This direct advertising is only one of several outreach strategies we are implementing. Our target audience – crime victims – is often difficult to reach with traditional methods, so we also are expanding our outreach strategy of strengthening partnerships with agencies and service providers who come into direct contact with victims. Some examples of these outreach efforts include:

- Managers from the Restitution Section are conducting on-site visits with each of the 21 Criminal Restitution Compact (CRC) counties this Fall. These meetings are an opportunity to share innovative and successful methods used by different CRCs, review data about results, and address any questions. The managers are also briefing the CRC staff persons on the interim process that is being used to access information until the restitution module is incorporated into CaRES.
- The QAMH Division will host a daylong conference for our nonprofit agreement (NPA) mental health providers in January. This will be an opportunity for representatives from the 23 NPAs to discuss program issues, share best practices, and network with counterparts from around the state. A highlight of the conference will be training in assessment-based treatment for children, an approach that the Chadwick Center in San Diego has applied with great success.
- The Public Affairs Division attends many conferences that draw providers and others who work in crime-related fields. To increase our visibility at these events, we recently upgraded our presentation display to make it both more visibly appealing and informative. In addition, we are preparing a DVD that can be shown at conferences as well as being distributed to our partners for presentations in their locales.
- Our suite of brochures is under revision to reflect program enhancements and other changes in the law that become effective January 1, 2007. We provide brochures at no cost to our partners to help them reach out to victims.

### **CaRES Update: Plan Requirements Complete**

In October CaRES became an end-to-end system, capable of processing a claim from the day it arrives in Sacramento through bill payment. This significant achievement marks the completion of the technology plan approved by the Department of Finance. In the coming months, our CaRES team will be stabilizing the system and incorporating enhancements. The team is also working on how we will roll out this technology to our county partners in 2007.

### **New Appointments**

Laura Hill has been appointed to the Deputy Executive Officer position over the Victim Compensation Program (VCP). Laura has served in various positions with the Board for the last

eight years including managing the Board's legislation efforts and most recently as Deputy Executive Officer over the Revenue Recovery, Accounting and Government Claims Division.

Chip Skinner has been selected to fill the Assistant Deputy Executive Officer position over the VCP. Prior to this appointment, Chip served as Senior Management Auditor leading the Board's Audits and Investigations Branch. Additionally, Chip has served in other management and analyst positions during his 13 years with the Board.

### **VCGCB Ombudsman Position Established**

In support of the VCGCB Customer Service Initiative, we have established an Ombudsman position to directly assist VCP claimants when issues arise regarding their claims. Anita Ahuja who has been with the Board for nine years in a variety of positions has been selected to serve in the new Ombudsman role. Anita's experience with the Board in working directly with victims and with the Board's partners in serving victims makes her uniquely qualified to serve the Board in this new capacity. Additionally, Anita has held positions with state and federal legislators and with both the Governor's Office and State and Consumer Services Agency.

### **VCGCB Updates**

- Staff made a presentation to McGeorge School of Law about the different programs and career opportunities available at the VCGCB.
- We participated at the following conferences:
  - The Los Angeles County Psychological Association's 18<sup>th</sup> Annual Convention in Los Angeles.
  - The International Society for Traumatic Stress Studies annual meeting in Hollywood.
- We provided training at the following venues:
  - A two-hour entry-level session for the California Victim Services Training Institute session in Oakland.
  - NPA training for the UC San Francisco Trauma Center on mental health documentation, clinical records, and billing requirements.
  - Training for the San Francisco Joint Powers office on claims processing, claims review, and the interpretation of policies.